



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Bell Telephone Company
for Filing Period 10/1/2008 to 12/31/2008
Tracking Number 2511

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	1.56	1.93	2.53	2.01
B. Operator Answer Time - Information Section 730.510(a)(1)	4.53	4.06	4.55	4.38
C. Repair Office Answer Time Section 730.510(b)(1)	22.13	50.46	145.97 *	72.85 *
D. Business or Customer Service Answer Time Section 730.510(b)(1)	92.25 *	59.86	57.88	70.00 *
E. Percent of Service Installations Section 730.540(a)	94.78 %	97.20 %	96.33 %	96.01 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	96.44 %	97.96 %	94.74% *	96.31 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.55	1.09	1.50	1.38
H. Percent Repeat Trouble Reports Section 730.545(c)	10.70 %	9.59 %	5.90 %	8.70 %
I. Percent of Installation Trouble Reports Section 730.545(f)	14.09 %	14.46 %	15.12 %	14.51 %
J. Missed Repair Appointments Section 730.545(h)	520	394	367	427
K. Missed Installation Appointments Section 730.540(d)	541	332	499	457

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$5,121.82	\$1,938.94	\$5,637.26	\$12,698.02
B. Number of credits issued for repairs - 24-48 hours	1174	519	1165	2858
C. Number of credits issued for repairs - 48-72 hours	189	68	125	382
D. Number of credits issued for repairs - 72-96 hours	61	17	40	118
E. Number of credits issued for repairs - 96-120 hours	2	5	20	27
F. Number of credits issued for repairs > 120 hours	10	6	40	56
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7454	3903	16503	27860
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$64,651.37	\$43,373.24	\$16,672.13	\$124,697.00
B. Number of installations after 5 business days	778	289	320	1387
C. Number of installations after 10 business days	10	4	4	18
D. Number of installations after 11 business days	559	45	16	620
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3073	2173	2362	7608
F. Number of customers receiving alternate phone service rather than receiving a credit	0	1	0	1

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$53,050.00	\$36,300.00	\$43,300.00	\$132,650.00
B. Number of customers receiving credits	1052	712	855	2619
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Additional Information

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